



OFFICE ASSISTANT I/II

I Level - \$23,256 – 29,076 annual

II Level - \$25,584 – 31,980 annual

Multiple positions currently available at both levels

Final Filing Date May 21, 2004 5:00 p.m. Pacific Daylight Time

THE ORGANIZATION

CPS Human Resource Services is a self-supporting governmental agency created to assist public employers develop and enhance human resource programs by offering a full range of human resource products and services. Among the services provided to clients are test development and administration, classification and compensation studies, executive recruitment and hiring, organizational development, strategic compensation design and implementation, human resource training, performance management, and workforce planning. CPS is operated by a ten member Board of Directors including the City of Anaheim, California State Personnel Board, County of Sacramento, City and County of San Francisco, East Bay Municipal Utility District, State of Wisconsin, City of Las Vegas, County of Sonoma, City University of New York, and Hayward Unified School District. Our vision is to improve Human Resources in the public sector. Core values promote client satisfaction, high quality of work life, and financial returns that assure long-term sustainability.

CPS is headquartered in Sacramento CA, with offices in Atlanta GA, Chicago, IL, Madison WI, and Washington DC. Our staff of over 100 full time employees serves over 1500 clients in 46 states and Canada. Clients include the federal government, as well as numerous states, cities, counties, school districts, special districts and private non-profit agencies. For more information about CPS or about other employment opportunities with CPS, visit our website at www.cps.ca.gov.

THE POSITION

The Office Assistant will work in the Sacramento office in the Testing, Licensing, and Certification unit. The Office Assistant position receives applications, enters applications and status information into databases, verifies accuracy of information, maintains files, checks and responds to voice and e-mail, processes incoming and outbound mail daily, and scans examination answer sheets. Office Assistants may send notices, assist in proctoring examinations, assemble and compile materials,

and score examinations. Positions may require extensive sitting or standing, heavy data entry, heavy phone contact and extensive customer service.

Office Assistant duties include, but are not limited to the following tasks:

- Answer heavy phones and respond to candidate and client needs
- Accurately enter applicant information into database
- Update database and applicant file
- Verify accuracy of entries
- Maintain examination files
- Respond to email
- Take candidate information from voice mail and enter into database
- Open and process mail
- Receive and process fees
- Scan examination answer sheets for scoring
- Assemble information packets
- Assemble proctor information/training folders
- Monitor on-line registration/information

Staff must be able to respond quickly and effectively to client demands. Consequently, to work well in this environment, the Office Assistant must be willing to:

- Work irregular hours when needed
- Quickly adjust to changing work demands
- Work on multiple tasks concurrently
- Work well in a team environment

Qualifications

The ideal candidate is a self-starter, accurate and detail oriented with the ability to work independently, recognize deviations and seek direction.

ABILITY TO:

- Multi-task while answering phones
- Maintain strict confidentiality while performing a variety of clerical and administrative functions
- Develop and maintain effective relationships with all levels of individuals
- Proofread accurately and detect and correct errors
- Communicate effectively on the phone and in person
- Enter information rapidly and accurately with excellent attention to detail
- Work independently with little direction

SKILLS:

- Excellent customer service skills
- Good organizational skills
- Good interpersonal skills
- Computer competency in the use of database applications, Excel, and Word
- Typing or data entry at speed necessary for timely and accurate completion of work (45 wpm net corrected desirable)
- Team Skills
- Multitasking competencies; work accurately amid multiple interruptions
- Work accurately amid multiple interruptions

KNOWLEDGE OF: Office work systems and procedures, including administrative systems, word processing, and computer applications

EDUCATION: The ideal candidate will be a high school graduate or possess a GED. One year of additional qualifying experience may substitute for the diploma or GED.

EXPERIENCE: Six months journey level experience required at the "I" level and 1 year journey level experience required at the "II" level. Experience must include extensive use of computers and applications, and extensive public contact and customer service. Any combination of education and experience that provides the desired competencies is qualifying. Candidates with strong experience who lack the education are encouraged to apply.

PHYSICAL AND MENTAL REQUIREMENTS: Vision sufficient to read and monitor events and Hearing sufficient to converse on the phone and take and enter information from applicants.

SALARY RANGE:

I LEVEL – 23,256 – 29,076 ANNUAL

II LEVEL - \$25,584 – 31,980 ANNUAL

Plus the potential for team-based and individual performance bonuses. These classifications are subject to the provisions of the Fair Labor Standards Act and are eligible for overtime.

BENEFITS:

INSURANCE – CPS provides health, dental, vision, life and long-term disability plans

LEAVE – CPS provides a generous leave plan including 16 personal leave days per year (vacation and incidental illness), 6 long-term sick leave days per year (which may be accrued), and 7 regular and 4 floating holidays.

RETIREMENT – CPS is a California Public Employee's Retirement System member. This is a defined benefit plan based on years of service and age at retirement. CPS offers a 2% at 55 retirement benefit formula. CPS also offers a 457 plan (deferred compensation plan). CPS does not participate in Social Security, except for Medicare.

FLEXIBLE SPENDING – CPS offers a Dependent Care Assistance Plan and a Health Care Spending Account.

SELECTION PROCESS

Interested candidates must complete the online application at www.cps.ca.gov by 5:00p.m. May 21, 2004 PDT.

Written Exam: A limited number of applicants who meet the minimum qualifications will be invited to the written examination which is tentatively scheduled to be held on **Saturday, June 12 2004.** PLEASE HOLD THIS DATE IF YOU ARE INTERESTED IN TESTING FOR THIS POSITION. If you are deemed qualified, you will receive an e-mail invitation to the test and told of the with the date, time and location.

CPS IS AN AT-WILL/EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF RACE, COLOR, ANCESTRY, RELIGION, SEX, NATIONAL ORIGIN, MARITAL STATUS, AGE, SEXUAL ORIENTATION, MENTAL OR PHYSICAL DISABILITY, OR PERCEIVED DISABILITY.

CPS is in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Qualified women, minorities, individuals with disabilities and veterans are strongly encouraged to apply